

Joint Audit & Ethics Committee – Monday, 12th December 2022

Quarterly Grievance File Audit Report

Report by Committee Members David Jones and Paul Richardson

1. Introduction

- 1.1 A visit was undertaken to Lancashire Constabulary HQ on behalf of the Joint Audit & Ethics Committee (JAEC) on 24th November 2022 to conduct an audit of grievance cases closed during the period 1st April to 31st October 2022.
- 1.2 David Jones (DJ) and Paul Richardson (PR), JAEC members, initially met with Emma Cooke (EC), Constabulary Employee Relations Manager, and were provided with documentation relating to grievances which had been closed during the reference period.
- 1.3 DJ and PR wish to place on record their thanks to EC for the time and effort which once again had gone into preparing for the audit and for the assistance provided on the day

2. Grievance file audit findings

- 2.1 A total of 21 were examined, comprising all the closed cases during the period under review. All files had been progressed under the current procedure. The findings of the JAEC representatives are outlined below.

- 2.2 Overall summary

The 21 files examined showed that grievance submissions had been dealt with in the following manner:

- Formal grievance procedure followed (3)
- Informal resolution adopted (7)
- Grievance declined, due to being out of scope of the procedure, for example, other existing mechanisms being more appropriate (11)

The panel were content that all cases had been investigated and processed in accordance with the designated procedure.

- 2.3 Areas of good practice

- Files were well-documented with summary and checklist sheets provided to facilitate reference and audit.

- Where a grievance had been submitted, attempts were made by the Constabulary to reach an informal resolution as an alternative to formal resolution and, where appropriate, mediation was offered. However, the formal procedure was adopted where appropriate.
- Where a submitted grievance did not fulfil the definition of a grievance as outlined in the procedure (for example, if other procedures were more appropriate), this was identified at an early stage and the applicant was duly informed. In addition to this, a proactive approach was adopted to ensure an appropriate resolution.

2.4 Areas for further comment

- Following the audit visit, it is recommended that future audits continue on a six-monthly basis.

David Jones and Paul Richardson
JAEC